Ref #	Hits	Search Query	DBs	Default Operator	Plurals	Time Stamp
L1	2	("20020111811").PN.	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/03/12 13:41
S1	1207	704/275.ccls. or 706/925.ccls.	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/17 12:39
S2	897	S1 and @ad<"20010215"	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/17 12:41
S3	20	S2 and "call center"	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/17 12:42
S4	6525	"call center"	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/17 12:42
S5	233	S4 and ("704"/$.ccls. or "706"/$.ccls.)	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/17 12:43
S6	89	S5 and @ad<"20010215"	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/18 07:15
S7	1852	"intelligent agent" or "personal agent" or knowbot or droid	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/18 07:16
S8	916	S7 and @ad<"20010215"	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/18 07:20
S9	705	S8 and (customer or client or person)	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/18 07:18

S10	30	S9 and "call center"	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/18 07:18
S11	77	S8 and "customer service"	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/18 09:12
S13	845	704/275.ccls. and @ad<"20010215"	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/18 09:17
S14	2	S13 and crm	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/18 09:16
S15	2	S13 and CRM	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/18 09:16
S16	1	S13 and "customer relations"	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/18 09:17
S17	363	S13 and automat$4	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/18 09:17
S18	134	S13 and automated	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/18 09:20
S19	121	S13 and customer	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/18 09:52
S20	52	706/925.ccls. and @ad<"20010215"	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/18 09:52

S21	37	(US-20020032591-$).did. or (US-6782391-$ or US-6633859-$ or US-6505183-$ or US-6493695-$ or US-6701322-$ or US-6701311-$ or US-6697824-$ or US-4785408-$ or US-5325421-$ or US-5479488-$ or US-5724406-$ or US-5335276-$ or US-5357596-$ or US-5553119-$ or US-5577165-$ or US-6058366-$ or US-6108632-$ or US-6377927-$ or US-6385584-$ or US-6408272-$ or US-6418199-$ or US-6584180-$ or US-6601029-$ or US-6636590-$ or US-6640210-$ or US-6665644-$). did. or (US-6757362-$ or US-4866634-$ or US-4984174-$ or US-5006998-$ or US-5225978-$ or US-5481647-$ or US-5555346-$ or US-6092048-$ or US-6247005-$). did. or (EP-543329-$).did.	US-PGPUB; USPAT; EPO	OR	ON	2005/02/18 09:59
S22	8	S21 and 706/925.ccls.	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/18 10:39
S23	0	("327363.ap.").PN.	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/02/18 10:39
S24	0	("6327363.ap.").PN.	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/02/18 10:40
S25	2	("6327363").PN.	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/02/18 10:43
S26	54048	"379"/$.ccls. and @ad<"20010215"	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/18 10:43
S27	54048	("379"/$).ccls. and @ad<"20010215"	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/18 10:44

S28	7651	S27 and customer	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/18 11:42
S29	1909	S28 and automated	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/18 10:46
S30	1830	S29 and call	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/18 10:46
S31	1830	S30 and customer	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/18 10:46
S32	518	S31 and (utterance or conversation)	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/18 10:47
S33	0	("6327363.pn.").PN.	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/02/18 11:43
S34	0	("6327363.PN.").PN.	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/02/18 11:43
S35	2	"6327363".PN.	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/18 11:44
S36	0	379/265.ccls.	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/18 11:50
S37	0	"704""."275".ccls.	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/18 11:51

S38	1148	704/275.ccls.	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/18 11:51
S39	0	379/265.ccls. and @ad<"20010215"	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/18 11:52
S40	0	379/266.ccls. and @ad<"20010215"	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/18 11:52
S41	348	379/309.ccls. and @ad<"20010215"	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/18 12:13
S42	235	379/91.01.ccls. and @ad<"20010215"	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/18 12:20
S43	95	379/93.03.ccls. and @ad<"20010215"	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/18 12:29
S44	0	379/113.ccls. and @ad<"20010215"	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/18 12:30
S45	0	379/114.ccls. and @ad<"20010215"	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/18 12:30
S46	12	"6301258"	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/21 10:04
S47	14	"6360271"	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/22 05:32

S48	2	"20030026275"	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/22 05:32
S49	809	(ivr or vir) and "customer service"	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/22 10:14
S50	809	S49 and ad<"20010215"	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/22 10:16
S51	6	S50 and "virtual agent"	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/22 10:25
S52	336	S49 and @ad<"20010215"	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/22 10:16
S53	3	S52 and "virtual agent"	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/22 10:16
S54	282	(virtual or automat$4) same "service agent"	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/22 10:26
S55	162	(virtual or automat$4) with "service agent"	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/22 10:26
S56	89	S55 and @ad<"20010215"	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/22 10:51

| S57 | 89 | (US-20020126678-$ or US-20020072921-$ or US-20020061092-$ or US-20020004753-$ or US-20010055375-$ or US-20010046278-$ or US-20010040892-$).did. or (US-6819759-$ or US-6801533-$ or US-6785372-$ or US-6760309-$ or US-6748095-$ or US-6724736-$ or US-6704410-$ or US-6700972-$ or US-6697465-$ or US-6684196-$ or US-6665644-$ or US-6647111-$ or US-6625581-$ or US-6563921-$ or US-6563788-$ or US-6556671-$ or US-6549932-$ or US-6496567-$ or US-6493353-$ or US-6480710-$ or US-6477434-$ or US-6460070-$ or US-6453038-$ or US-6449260-$ or US-6434527-$ or US-6427002-$). did. or (US-6418205-$ or US-6411697-$ or US-6392537-$ or US-6389126-$ or US-6366658-$ or US-6363411-$ or US-6359881-$ or US-6356794-$ or US-6304870-$ or US-6263066-$ or US-6222843-$ or US-6163536-$ or US-6157829-$ or US-6122364-$ or US-6102969-$ or US-6085238-$ or US-6085186-$ or US-6069941-$ or US-6067477-$ or US-6044403-$ or US-6044146-$ or US-6041130-$ or US-6018579-$ or US-5974135-$ or US-5905776-$ or US-5903877-$ or US-5896445-$). did. or (US-5862211-$ or US-5841854-$ or US-5826085-$ or US-5764750-$ or US-5754634-$ or US-5717747-$ or US-5590187-$ or US-5546454-$ or US-5539818-$ or US-5524147-$ or US-5517560-$ or US-5469503-$ or US-6327363-$ or US-5987116-$).did. or (WO-9939276-$).did. or (JP-2002109361-$ or JP-2001229271-$ or JP-2000032146-$).did. or (JP-2002150019-$ or JP-2002140546-$ or US-20020038240-$ or JP-2001325542-$ or WO-200161580-$ or KR-2000072106-$ or US-6018579-$ or WO-9825418-$ or US-5987115-$ or KR-97056631-$ or US-5335268-$).did. | US-PGPUB; USPAT; EPO; JPO; DERWENT | OR | ON | 2005/02/22 10:38 |

S60	3156747	automatic virtual agent	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/22 10:52
S61	0	"automatic virtual agent"	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/22 10:52
S62	186	"virtual agent"	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/22 10:52
S63	2166789	"virtual agent" with call center	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/22 10:53
S64	7	"virtual agent" with "call center"	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/22 10:53
S65	4	(("6493695") or ("6327363")).PN. or (2002/0032591).CCLS.	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/02/22 10:59
S66	4	(("6493695") or ("6327363")).PN. or (2002/0032591).CCLS.	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/02/22 10:59
S67	12	("5987118" | "6160874").PN. OR ("6327363").URPN.	US-PGPUB; USPAT; USOCR	OR	ON	2005/02/22 11:05
S68	12	("4656624" | "4726056" | "5097528" | "5164981" | "5392402" | "5487107" | "5590181" | "5854837" | "5987118" | "6188761" | "6327363").PN. OR ("6430285"). URPN.	US-PGPUB; USPAT; USOCR	OR	ON	2005/02/22 11:31
S69	2	("6327363").PN.	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/02/22 11:33

S70	2	("20020032591").PN.	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/02/22 11:36
S71	1815	705/8-9.ccls.	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/22 11:37
S72	922	S71 and @ad<"20010215"	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/22 11:37
S73	417	S72 and customer	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/22 11:37
S74	284	S73 and automat$4	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/22 11:38
S75	35	S74 and artificial	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/22 11:46
S76	45	"knowledge base" with conversation	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/22 11:47
S77	7	S76 and customer	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/22 12:17
S78	1322	705/8.ccls.	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/22 12:17
S79	732	S78 and @ad<"20010215"	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/23 07:30

S80	361	705/9.ccls. and @ad<"20010215"	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/23 12:22
S81	0	(2002/0064158).CCLS.	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/02/23 10:14
S82	2	("20020064158").PN.	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/02/23 10:15
S83	592	706/45.ccls. and @ad<"20010215"	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/23 13:22
S84	2907	customer and help and conversation	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/23 13:22
S85	2245	customer and help and conversation and database	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/23 13:26
S86	1038	S85 and @ad<"20010215"	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/23 13:23
S87	930	"customer service" and help and conversation and database	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/23 13:26
S88	930	"customer service" and help and conversation and database	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/23 13:26
S89	445	S88 and @ad<"20010215"	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/23 13:29

S90	8214	automat$4 and "customer service"	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/23 13:29
S91	1308	S90 and conversation$1	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/23 13:30
S92	748	S91 and @ad<"20010215"	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/23 13:31
S93	658	S92 and (support or help)	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/24 05:03
S94	1314	conversation same analy$4	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/24 05:04
S95	763	S94 and @ad<"20010215"	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/24 05:05
S96	424	S95 and call	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/24 05:05
S97	20	(US-20010010714-$ or US-20030191627-$).did. or (US-6697165-$ or US-6724887-$ or US-6721416-$ or US-5818907-$ or US-4623761-$ or US-6584180-$ or US-6374102-$ or US-6772109-$ or US-6496799-$ or US-6665644-$ or US-5715468-$ or US-5930764-$ or US-5195031-$ or US-6029156-$ or US-5212821-$ or US-6587846-$ or US-6601055-$ or US-5632007-$).did.	US-PGPUB; USPAT	OR	ON	2005/02/24 06:34
S98	0	379/265.ccls. and @ad<"20010215"	US-PGPUB; USPAT	OR	ON	2005/02/24 06:31
S99	0	379/265.ccls.	US-PGPUB; USPAT	OR	ON	2005/02/24 06:31

S100	56168	"370"/$.ccls.	US-PGPUB; USPAT	OR	ON	2005/02/24 06:32
S101	0	379/265.ccls.	US-PGPUB; USPAT	OR	ON	2005/02/24 06:33
S102	13068	"704"/$.ccls.	US-PGPUB; USPAT	OR	ON	2005/02/24 06:33
S103	0	379/265.ccls.	US-PGPUB; USPAT	OR	ON	2005/02/24 06:34
S104	73	379/265.03.ccls.	US-PGPUB; USPAT	OR	ON	2005/02/24 06:35
S105	622	"help desk" and support and automated	US-PGPUB; USPAT	OR	ON	2005/02/24 06:50
S106	3242565	S105 @ad<"20010215"	US-PGPUB; USPAT	OR	ON	2005/02/24 06:49
S107	262	S105 and @ad<"20010215"	US-PGPUB; USPAT	OR	ON	2005/02/24 06:49
S108	852	"help desk" and support and customer	US-PGPUB; USPAT	OR	ON	2005/02/24 06:51
S109	337	S108 and @ad<"20010215"	US-PGPUB; USPAT	OR	ON	2005/02/24 06:50
S110	212	"help desk" and support and customer and "call center"	US-PGPUB; USPAT	OR	ON	2005/02/24 06:52
S111	19	(US-20010024497-$ or US-20020133328-$ or US-20030078782-$ or US-20040083092-$ or US-20010047270-$ or US-20020133392-$ or US-20020022986-$ or US-20040139156-$ or US-20040003041-$).did. or (US-6542601-$ or US-6327363-$ or US-5621789-$ or US-6449588-$ or US-6070142-$ or US-6477531-$ or US-6701322-$ or US-6542898-$ or US-6615240-$ or US-6658598-$).did.	US-PGPUB; USPAT	OR	ON	2005/02/24 10:34
S112	454	conversation$1 with database	US-PGPUB; USPAT	OR	ON	2005/02/24 07:48
S113	251	S112 and customer	US-PGPUB; USPAT	OR	ON	2005/02/24 07:48

S11 4	19	(US-20040136503-$ or US-20030223552-$ or US-20040258218-$ or US-20040162724-$ or US-20020111811-$ or US-20040083092-$ or US-20030163537-$ or US-20030126233-$ or US-20020133571-$ or US-20010025309-$ or US-20050044238-$ or US-20040027366-$).did. or (US-6724887-$ or US-5982857-$ or US-5930764-$ or US-6519571-$ or US-6334110-$ or US-6332154-$ or US-6381640-$).did.	US-PGPUB; USPAT	OR	ON	2005/02/25 05:59
S11 7	1244	706/45-47.ccls.	US-PGPUB; USPAT	OR	ON	2005/02/24 09:16
S11 8	937	S117 and @ad<"20010215"	US-PGPUB; USPAT	OR	ON	2005/02/24 09:16
S11 9	247	S118 and customer	US-PGPUB; USPAT	OR	ON	2005/02/24 09:48
S12 0	13411	(troubleshoot or resolve or solve) and customer and (problem or dispute or question) and (resolution or solution)	US-PGPUB; USPAT	OR	ON	2005/02/24 09:49
S12 1	6546	S120 and @ad<"20010215"	US-PGPUB; USPAT	OR	ON	2005/02/24 09:49
S12 2	2094	S121 and automated	US-PGPUB; USPAT	OR	ON	2005/02/24 09:51
S12 3	3581	S121 and call	US-PGPUB; USPAT	OR	ON	2005/02/24 09:50
S12 4	871	S123 and (characterize or categorize or classify)	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/24 09:52
S12 5	20	S124 and ("customer care") and satisfaction	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/24 09:53
S12 6	95	automated and helpdesk	US-PGPUB; USPAT	OR	ON	2005/02/24 11:32

S127	10	(US-20020188451-$ or US-20030078782-$ or US-20030050908-$ or US-20020198862-$ or US-20040186830-$ or US-20030172133-$ or US-20020174380-$ or US-20020138786-$).did. or (US-6804670-$ or US-6785834-$).did.	US-PGPUB; USPAT	OR	ON	2005/02/24 11:10
S128	4549	automated with solution$1	US-PGPUB; USPAT	OR	ON	2005/02/24 11:33
S129	693	S128 and customer	US-PGPUB; USPAT	OR	ON	2005/02/24 11:33
S130	319	"automated solution"	US-PGPUB; USPAT	OR	ON	2005/02/24 11:34
S132	15	("20020023144" | "20030217052" | "5141439" | "5423038" | "5485601" | "5842221" | "5974412" | "6018736" | "6024571" | "6028601" | "6137911" | "6253169" | "6584464" | "6618725" | "6665640").PN. OR ("6804670"). URPN.	US-PGPUB; USPAT; USOCR	OR	ON	2005/02/24 11:51
S133	11565	automated and (customer with service)	US-PGPUB; USPAT; USOCR	OR	ON	2005/02/24 11:52
S134	4984	S133 and @ad<"20010215"	US-PGPUB; USPAT; USOCR	OR	ON	2005/02/24 11:52
S135	45	"automated customer service"	US-PGPUB; USPAT; USOCR	OR	ON	2005/02/24 11:52
S136	9	(US-20050041796-$ or US-20020111811-$ or US-20040133434-$ or US-20020022969-$ or US-20010047270-$ or US-20020133392-$ or US-20040153356-$).did. or (US-6327363-$ or US-5895466-$).did.	US-PGPUB; USPAT	OR	ON	2005/02/24 12:12
S137	17	("4688195" | "5115390" | "5197005" | "5265065" | "5282265" | "5331554" | "5337103" | "5386556" | "5442780" | "5454106" | "5627940" | "5696962").PN. OR ("5895466").URPN.	US-PGPUB; USPAT; USOCR	OR	ON	2005/02/24 12:34

S138	2	("5895466").PN.	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/02/24 12:35
S139	17	("4688195" | "5115390" | "5197005" | "5265065" | "5282265" | "5331554" | "5337103" | "5386556" | "5442780" | "5454106" | "5627940" | "5696962").PN. OR ("5895466").URPN.	US-PGPUB; USPAT; USOCR	OR	ON	2005/02/24 13:33
S140	0	7074-6.ccls.	US-PGPUB; USPAT; USOCR	OR	ON	2005/02/24 13:33
S141	3783	707/4-6.ccls.	US-PGPUB; USPAT; USOCR	OR	ON	2005/02/24 13:33
S142	7564	(707/4-6,10).ccls.	US-PGPUB; USPAT; USOCR	OR	ON	2005/02/24 13:34
S143	2092	S142 and customer	US-PGPUB; USPAT; USOCR	OR	ON	2005/02/24 13:44
S144	1317	395/200.31 or 395/200.43	US-PGPUB; USPAT; USOCR	OR	ON	2005/02/24 13:44
S145	0	(395/200.31).ccls. or (395/200.43).ccls.	US-PGPUB; USPAT; USOCR	OR	ON	2005/02/24 13:45
S146	0	395/200.31.ccls.	US-PGPUB; USPAT; USOCR	OR	ON	2005/02/24 13:45
S147	0	395/200.43.ccls.	US-PGPUB; USPAT; USOCR	OR	ON	2005/02/24 13:45
S148	0	395/200.ccls.	US-PGPUB; USPAT; USOCR	OR	ON	2005/02/24 13:45
S149	797	704/9.ccls.	US-PGPUB; USPAT; USOCR	OR	ON	2005/02/24 13:46
S150	88	704/9.ccls. and customer	US-PGPUB; USPAT; USOCR	OR	ON	2005/02/25 05:12
S151	7297	(utterance or conversation) and customer	US-PGPUB; USPAT; USOCR	OR	ON	2005/02/25 05:13
S152	6681	S151 and service	US-PGPUB; USPAT; USOCR	OR	ON	2005/02/25 05:13

S15 3	1736	S151 and "customer service"	US-PGPUB; USPAT; USOCR	OR	ON	2005/02/25 05:13
S15 4	450	S153 and "call center"	US-PGPUB; USPAT; USOCR	OR	ON	2005/02/25 05:13
S15 5	38	(US-20030053615-$ or US-20040008828-$ or US-20020133328-$ or US-20040162724-$ or US-20020111811-$ or US-20030154072-$ or US-20040249650-$ or US-20020010591-$ or US-20010044729-$ or US-20020188497-$ or US-20020133392-$ or US-20020046086-$ or US-20020032591-$ or US-20030126136-$ or US-20020133502-$ or US-20010049688-$ or US-20010025309-$ or US-20050044232-$ or US-20020091832-$).did. or (US-6823054-$ or US-6647111-$ or US-6724887-$ or US-5621789-$ or US-6829350-$ or US-5818907-$ or US-6249570-$ or US-5592538-$ or US-6535743-$ or US-6449588-$ or US-6629071-$ or US-6643622-$ or US-6519571-$ or US-6523010-$ or US-6223165-$ or US-6701322-$ or US-6332154-$ or US-6381640-$ or US-6058435-$).did.	US-PGPUB; USPAT	OR	ON	2005/02/25 05:58
S15 6	7468	previous and (utternace or conversation) and response	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/25 06:01
S15 7	8519	previous and (utterance or conversation) and response	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/25 06:01
S15 8	3162	S157 and customer	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/25 06:01

S159	1457	S158 and automated	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/25 06:01
S160	1372	S159 and call	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/25 06:01
S161	712	S160 and @ad<"20010215"	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/25 06:02
S162	336	S161 and "customer service"	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/25 06:03
S163	0	recall with "previous response"	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/25 06:04
S164	0	recall with "previous solution"	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/25 06:04
S165	2036	recall with (solution or response or utterance or conversation)	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/25 06:06
S166	53	S165 and "customer service"	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/25 06:06
S167	1	"6094476".PN.	USPAT; USOCR	OR	ON	2005/02/25 06:10
S168	19002	previous with solution	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/25 08:43
S169	2615	"previous solution"	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/25 08:43

S17 0	20	S169 and "customer service"	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/25 09:12
S17 1	45	"automated assistant"	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/25 09:12
S17 2	46	"pre-recorded response"	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/25 10:45
S17 3	6	(US-20030007625-$ or US-20030008638-$ or US-20030158612-$ or US-20040225640-$).did. or (US-6024699-$).did. or (JP-10336313-$).did.	US-PGPUB; USPAT; DERWENT	OR	ON	2005/02/25 11:00
S17 4	2	("20020198862").PN.	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/02/25 12:26
S17 5	2	("6327363").PN.	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/02/25 12:48
S17 6	2	("20020198862").PN.	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/02/25 13:21
S17 7	0	(Pct/ep01/06213.PCT.).CCLS.	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/02/25 13:22
S17 8	1	Pct/ep01/06213.PCT.	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/25 13:23
S17 9	0	("60269032").PN.	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/02/25 13:24

S180	0	(60/269032).CCLS.	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/02/25 13:24
S181	1	60/269032	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/25 13:31
S182	0	(60/269032).CCLS.	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/02/25 13:31
S183	0	("60269032").PN.	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/02/25 13:40
S184	7285	(707/1,104.1).ccls.	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/25 13:42
S185	3760	(707/1).ccls.	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/25 13:43
S186	982	S185 and customer	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/25 13:43
S187	477	S186 and previous	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/25 13:43
S188	260	S187 and help	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/25 13:43
S189	982	S186 and customer	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/25 13:44

S19 0	750	S189 and service	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/25 13:44
S19 2	0	S185 and "cusotmer service"	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/25 13:45
S19 4	55	(US-20020032591-$ or US-20020133328-$ or US-20030078782-$ or US-20020133392-$ or US-20010024497-$ or US-20040083092-$ or US-20040139156-$ or US-20040003041-$ or US-20020022986-$ or US-20010047270-$).did. or (US-6640210-$ or US-5335276-$ or US-4984174-$ or US-6601029-$ or US-5555346-$ or US-6408272-$ or US-6058366-$ or US-5357596-$ or US-5724406-$ or US-6757362-$ or US-6247005-$ or US-6493695-$ or US-6385584-$ or US-5577165-$ or US-6636590-$ or US-6092048-$ or US-6633859-$ or US-6697824-$ or US-6418199-$ or US-5325421-$ or US-6701322-$ or US-5006998-$ or US-5225978-$ or US-4785408-$ or US-5553119-$ or US-6377927-$). did. or (US-5479488-$ or US-6701311-$ or US-6108632-$ or US-6782391-$ or US-6505183-$ or US-5481647-$ or US-4866634-$ or US-6665644-$ or US-6584180-$ or US-5621789-$ or US-6449588-$ or US-6327363-$ or US-6070142-$ or US-6542601-$ or US-6477531-$ or US-6658598-$ or US-6542898-$ or US-6615240-$).did. or (EP-543329-$).did.	US-PGPUB; USPAT; EPO	OR	ON	2005/02/25 13:47

Google seach:

Automated customer service

Interactive voice response and call center

Previous or before or prior recorded conversation dialogue

| S19 5 | 55 | (US-20020032591-$ or US-20020133328-$ or US-20030078782-$ or US-20020133392-$ or US-20010024497-$ or US-20040083092-$ or US-20040139156-$ or US-20040003041-$ or US-20020022986-$ or US-20010047270-$).did. or (US-6640210-$ or US-5335276-$ or US-4984174-$ or US-6601029-$ or US-5555346-$ or US-6408272-$ or US-6058366-$ or US-5357596-$ or US-5724406-$ or US-6757362-$ or US-6247005-$ or US-6493695-$ or US-6385584-$ or US-5577165-$ or US-6636590-$ or US-6092048-$ or US-6633859-$ or US-6697824-$ or US-6418199-$ or US-5325421-$ or US-6701322-$ or US-5006998-$ or US-5225978-$ or US-4785408-$ or US-5553119-$ or US-6377927-$). did. or (US-5479488-$ or US-6701311-$ or US-6108632-$ or US-6782391-$ or US-6505183-$ or US-5481647-$ or US-4866634-$ or US-6665644-$ or US-6584180-$ or US-5621789-$ or US-6449588-$ or US-6327363-$ or US-6070142-$ or US-6542601-$ or US-6477531-$ or US-6658598-$ or US-6542898-$ or US-6615240-$).did. or (EP-543329-$).did. | US-PGPUB; USPAT; EPO | OR | ON | 2005/02/25 13:48 |
| S19 6 | 19 | (US-20020111811-$ or US-20040162724-$ or US-20010025309-$ or US-20040258218-$ or US-20050044238-$ or US-20040136503-$ or US-20030126233-$ or US-20020133571-$ or US-20040083092-$ or US-20040027366-$ or US-20030223552-$ or US-20030163537-$).did. or (US-6332154-$ or US-6724887-$ or US-5982857-$ or US-6381640-$ or US-6334110-$ or US-6519571-$ or US-5930764-$).did. | US-PGPUB; USPAT | OR | ON | 2005/02/25 13:49 |

S19 7	38	(US-20020111811-$ or US-20040162724-$ or US-20020133328-$ or US-20020133502-$ or US-20010025309-$ or US-20020091832-$ or US-20020010591-$ or US-20030154072-$ or US-20020046086-$ or US-20030126136-$ or US-20010044729-$ or US-20010049688-$ or US-20020133392-$ or US-20040249650-$ or US-20020032591-$ or US-20040008828-$ or US-20030053615-$ or US-20020188497-$ or US-20050044232-$).did. or (US-6523010-$ or US-5621789-$ or US-6629071-$ or US-6449588-$ or US-6332154-$ or US-5592538-$ or US-6829350-$ or US-5818907-$ or US-6724887-$ or US-6701322-$ or US-6535743-$ or US-6249570-$ or US-6647111-$ or US-6058435-$ or US-6381640-$ or US-6223165-$ or US-6643622-$ or US-6519571-$ or US-6823054-$).did.	US-PGPUB; USPAT	OR	ON	2005/02/25 13:49
S19 8	98	(S195 or S196 or S197)	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/25 13:49
S19 9	0	S198 and 707/1.ccls.	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/25 13:50
S20 0	4	S198 and 707/104.1.ccls.	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/25 13:53
S20 1	294	707/1.ccls. and 707/104.1.ccls.	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/25 13:54
S20 2	77	S201 and customer	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/25 13:56

S203	16	S202 and "customer service"	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/26 09:37
S204	3760	707/1.ccls.	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/26 09:37
S205	982	S204 and customer	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/26 09:38
S206	982	S204 and customer$1	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/26 14:06
S207	17	already and "standard response" same available	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/26 09:43
S208	17	already and ("standard response" same available)	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/26 09:43
S209	22193	database with responses	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/26 10:55
S210	8683	S209 and customers	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/26 10:55
S211	1162	"response database"	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/26 10:55
S212	474	S211 and customer$1	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/26 12:01

S21 4	79496	"379"/$.ccls.	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/26 14:07
S21 5	2	("20020164004").PN.	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/02/26 14:07
S21 6	2	("20010053977").PN.	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/02/26 14:08
S21 7	2	("20040117189").PN.	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/02/26 14:10
S21 8	79496	("379"/$).ccls.	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/26 14:11
S21 9	0	379/93.ccls.	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/26 14:11
S22 0	6401	379/93.$.ccls.	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/26 14:11
S22 1	277	379/93.12.ccls.	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/26 14:12
S22 2	196	S221 and customer	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/27 07:37
S22 3	53	"automated call center"	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/27 07:54

S22 4	1802	inquiry and resolution and customer	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/27 07:54
S22 5	1430	S224 and (automated or automatic)	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/27 07:55
S22 6	207	S225 and "call center"	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/27 07:56
S22 7	1660	S224 and response	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/27 07:56
S22 8	360	S224 and (response with stored)	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/27 09:32
S22 9	146	resolve with customer with (complaints or disputes or queries)	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/27 08:11
S23 0	100	S229 and automated	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/27 08:11
S23 1	2	("20010049688").PN.	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/02/27 09:41
S23 2	1	S231 and customer and response	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/28 08:56
S23 3	755	"automated response"	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/28 08:56

S234	401	S233 and customer	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/28 08:56
S235	38	(US-20020141561-$ or US-20030007625-$ or US-20020101978-$ or US-20020037073-$ or US-20020046030-$ or US-20020107712-$ or US-20030088522-$ or US-20020083025-$ or US-20030204485-$ or US-20020010705-$ or US-20010049688-$ or US-20040019638-$ or US-20030028782-$).did. or (US-6606304-$ or US-6823054-$ or US-6317492-$ or US-6188761-$ or US-6587558-$ or US-6373939-$ or US-6122345-$ or US-6665379-$ or US-6442247-$ or US-5703935-$ or US-6697460-$ or US-6314167-$ or US-5912952-$ or US-6643622-$ or US-6385584-$ or US-6519571-$ or US-5991737-$ or US-6760722-$ or US-6567805-$ or US-6546387-$ or US-6278996-$ or US-6842877-$ or US-6346952-$).did. or (WO-9750235-$).did. or (WO-9921347-$).did.	US-PGPUB; USPAT; EPO; DERWENT	OR	ON	2005/02/28 10:01
S236	38	S235 and "automated response"	US-PGPUB; USPAT; EPO; DERWENT	OR	ON	2005/02/28 10:01
S237	17	(US-20020037073-$ or US-20020046030-$ or US-20020083025-$ or US-20020010705-$ or US-20010049688-$).did. or (US-6188761-$ or US-6373939-$ or US-6697460-$ or US-6314167-$ or US-5912952-$ or US-6643622-$ or US-6385584-$ or US-6519571-$ or US-6760722-$ or US-6567805-$ or US-6278996-$ or US-6842877-$). did.	US-PGPUB; USPAT	OR	ON	2005/02/28 11:33
S259	0	("9594083.pn.").PN.	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/03/01 08:08

S26 0	0	"9594083".pn.	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/03/01 08:32
S26 2	31	("4918621" | "5034898" | "5309359" | "5404295" | "5553226" | "5555408" | "5568640" | "5594837" | "5600831" | "5625767" | "5628009" | "5630125" | "5644740" | "5655116" | "5659725" | "5724571" | "5768578" | "5787417" | "5794050" | "5809499" | "5819258" | "5845270" | "5878423" | "5991756" | "6169986" | "6233575" | "6256627" | "6282538" | "6297824" | "6301579" | "6314420").PN.	US-PGPUB; USPAT; USOCR	OR	ON	2005/03/01 08:46
S26 3	17	(US-20020037073-$ or US-20020083025-$ or US-20020046030-$ or US-20010049688-$ or US-20020010705-$).did. or (US-6385584-$ or US-6278996-$ or US-6643622-$ or US-6842877-$ or US-6373939-$ or US-6314167-$ or US-6188761-$ or US-5912952-$ or US-6519571-$ or US-6760722-$ or US-6697460-$ or US-6567805-$). did.	US-PGPUB; USPAT	OR	ON	2005/03/01 11:58

| S26 8 | 205 | (US-20010010714-$ or US-20010018662-$ or US-20010024497-$ or US-20010044729-$ or US-20010047270-$ or US-20010049688-$ or US-20010053977-$ or US-20010054064-$ or US-20020007356-$ or US-20020010591-$ or US-20020010705-$ or US-20020022986-$ or US-20020032591-$ or US-20020037073-$ or US-20020046030-$ or US-20020046078-$ or US-20020046086-$ or US-20020083025-$ or US-20020091832-$ or US-20020099679-$ or US-20020111811-$ or US-20020116346-$ or US-20020133392-$ or US-20020133502-$ or US-20020138786-$ or US-20020142841-$).did. or (US-20020156849-$ or US-20020164004-$ or US-20020174182-$ or US-20020174380-$ or US-20020188451-$ or US-20020188497-$ or US-20020198862-$ or US-20030008638-$ or US-20030009448-$ or US-20030050908-$ or US-20030053615-$ or US-20030126136-$ or US-20030126233-$ or US-20030154072-$ or US-20030163537-$ or US-20030191627-$ or US-20030212558-$ or US-20030215066-$ or US-20030215067-$ or US-20030217109-$ or US-20030225786-$ or US-20040001086-$ or US-20040008828-$ or US-20040027366-$ or US-20040078328-$ or US-20040083092-$ or US-20040117189-$).did. or (US-20040117383-$ or US-20040133434-$ or US-20040136503-$ or US-20040139156-$ or US-20040153356-$ or US-20040168830-$ or US-20040205065-$ or US-20040249650-$ or | US-PGPUB; USPAT; DERWENT | OR | ON | 2005/03/01 12:00 |

S26 9	18	S268 and ((check or verify) same correct)	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/03/01 12:10
S27 1	2	S268 and (supervisor same approval)	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/03/01 12:12
S27 3	214	supervisor with approval	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/03/01 12:12
S27 4	28	(US-20020103562-$ or US-20050027536-$ or US-20020111811-$ or US-20020062230-$ or US-20030177051-$ or US-20030101086-$ or US-20050021523-$ or US-20030236796-$ or US-20020049767-$ or US-20020095576-$ or US-20050010807-$ or US-20040243824-$ or US-20040177271-$ or US-20030115544-$ or US-20040039990-$ or US-20040003353-$ or US-20040216084-$ or US-20040133876-$).did. or (US-6681198-$ or US-6104995-$ or US-6343275-$ or US-5884284-$ or US-5696906-$ or US-6115690-$ or US-5991733-$ or US-6035399-$). did. or (TW-567428-$ or KR-2003025452-$).did.	US-PGPUB; USPAT; DERWENT	OR	ON	2005/03/01 12:29
S27 6	239	"call center" and supervisor and (verify or approv$3)	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/03/01 12:52
S28 4	33	"call center" and supervisor same (verify or approv$3)	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/03/01 12:52
S28 5	33	"call center" and (supervisor same (verify or approv$3))	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/03/01 12:52

S28 6	2	("6377944").PN.	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/03/02 05:54
S28 7	1861	"intelligent agent" or "personal agent" or knowbot or droid	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/03/02 10:43
S28 8	66	S287 and "call center"	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/03/02 05:56
S28 9	62	S288 and customer	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/03/02 05:56
S29 0	23	(US-20040032862-$ or US-20040141508-$ or US-20030231647-$ or US-20020076031-$ or US-20040203660-$ or US-20030177017-$ or US-20020049603-$ or US-20020188497-$ or US-20030126136-$ or US-20020073080-$ or US-20030115257-$ or US-20020112021-$ or US-20020073236-$ or US-20040111709-$).did. or (US-6493446-$ or US-6266400-$ or US-6519530-$ or US-6651045-$ or US-6721747-$ or US-6701322-$ or US-6321221-$ or US-6412012-$ or US-6850252-$).did.	US-PGPUB; USPAT	OR	ON	2005/03/02 06:03
S29 1	23	S290 and ("intelligent agent" or "personal agent" or knowbot or droid)	US-PGPUB; USPAT	OR	ON	2005/03/02 06:03
S29 2	23	S291 and "call center"	US-PGPUB; USPAT	OR	ON	2005/03/02 06:04
S29 3	23	S292 and customer	US-PGPUB; USPAT	OR	ON	2005/03/02 06:04

S29 4	23	(US-20040032862-$ or US-20040141508-$ or US-20030231647-$ or US-20020076031-$ or US-20040203660-$ or US-20030177017-$ or US-20020049603-$ or US-20020188497-$ or US-20030126136-$ or US-20020073080-$ or US-20030115257-$ or US-20020112021-$ or US-20020073236-$ or US-20040111709-$).did. or (US-6493446-$ or US-6266400-$ or US-6519530-$ or US-6651045-$ or US-6721747-$ or US-6701322-$ or US-6321221-$ or US-6412012-$ or US-6850252-$).did.	US-PGPUB; USPAT	OR	ON	2005/03/02 07:16
S29 5	23	(US-20040032862-$ or US-20040141508-$ or US-20030231647-$ or US-20020076031-$ or US-20040203660-$ or US-20030177017-$ or US-20020049603-$ or US-20020188497-$ or US-20030126136-$ or US-20020073080-$ or US-20030115257-$ or US-20020112021-$ or US-20020073236-$ or US-20040111709-$).did. or (US-6493446-$ or US-6266400-$ or US-6519530-$ or US-6651045-$ or US-6721747-$ or US-6701322-$ or US-6321221-$ or US-6412012-$ or US-6850252-$).did.	US-PGPUB; USPAT	OR	ON	2005/03/02 07:16
S29 6	9	(US-20020076031-$ or US-20020049603-$ or US-20030126136-$ or US-20020073080-$).did. or (US-6493446-$ or US-6266400-$ or US-6519530-$ or US-6651045-$ or US-6701322-$).did.	US-PGPUB; USPAT	OR	ON	2005/03/02 07:16
S29 7	8	(US-20020076031-$ or US-20020049603-$ or US-20020073080-$).did. or (US-6493446-$ or US-6266400-$ or US-6519530-$ or US-6651045-$ or US-6701322-$).did.	US-PGPUB; USPAT	OR	ON	2005/03/02 07:30

S298	293	S297 and "intelligent agent" or "personal agent" or knowbot or droid	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/03/02 07:30
S299	8	S297 and ("intelligent agent" or "personal agent" or knowbot or droid)	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/03/02 07:30
S300	8	S299 and "call center"	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/03/02 07:30
S301	8	S300 and customer	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/03/02 07:57
S302	2	("20020111811").PN.	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/03/02 08:07
S303	2	("6711585").PN.	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/03/02 08:09
S304	0	("594083.ap.").PN.	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/03/02 08:09
S305	0	("594083.AP.").PN.	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/03/02 08:10
S306	0	"9".src. and "594083".AP.	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/03/02 08:12
S307	2	("6711585").PN.	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/03/02 08:36

S308	2	("20010049688").PN.	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/03/02 10:31
S309	5	"6567805"	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/03/02 10:31
S310	1	(US-6567805-$).did.	USPAT	OR	ON	2005/03/02 10:41
S311	5	(US-6785651-$ or US-6782383-$ or US-6728702-$ or US-6567805-$).did. or (US-6567805-$).did.	USPAT; DERWENT	OR	ON	2005/03/02 11:28
S312	45	"5983190"	USPAT; DERWENT	OR	ON	2005/03/02 11:28
S313	19	"6031549"	USPAT; DERWENT	OR	ON	2005/03/02 11:29
S314	4	"6052679"	USPAT; DERWENT	OR	ON	2005/03/02 11:29
S315	6	"6064968"	USPAT; DERWENT	OR	ON	2005/03/02 11:30
S316	16	"6070149"	USPAT; DERWENT	OR	ON	2005/03/02 11:30
S317	4	"2002011181"	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/03/02 11:37
S318	2	"20020111811"	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/03/02 11:37
S319	3791	"interactive voice response"	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/03/08 12:29
S320	2313	S319 and customer	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/03/08 12:29
S322	2	("10076963").PN.	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/03/08 12:31

S32 3	0	("76963.ap.").PN.	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/03/08 12:33
S32 4	2	("20020111811").PN.	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/03/08 12:37
S32 5	3791	"interactive voice response"	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/03/08 12:39
S32 6	913	S325 and "customer service"	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/03/08 12:38
S32 7	412	S326 and "call center"	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/03/08 12:38
S32 8	3827	"interactive voice response" or "interactive voice service"	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/03/08 12:42
S32 9	0	S328 and "cusomter service"	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/03/08 12:42
S33 0	925	S328 and "customer service"	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/03/08 12:43
S33 2	414	S330 and "call center"	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/03/11 10:33
S33 3	122	381/71.4.ccls.	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/03/09 06:22

S33 4	3791	"interactive voice response"	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/03/09 06:22
S33 5	52	S334 and freeman	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/03/09 06:24
S33 6	2	S334 and freeman.in.	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/03/09 06:25
S33 7	3807	"interactive voice response"	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/03/11 07:40
S33 8	2325	S337 and customer	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/03/11 07:40
S34 0	3843	"interactive voice response" or "interactive voice service"	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/03/11 08:42
S34 1	931	S340 and "customer service"	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/03/11 08:42
S34 3	416	S341 and "call center"	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/03/11 10:33
S34 4	347	S343 and (previous or prior)	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/03/11 10:33
S34 5	931	S340 and "customer service"	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/03/11 10:34

| S34 6 | 60 | (US-20040246822-$ or US-20030179729-$ or US-20030058842-$ or US-20030002479-$ or US-20030228007-$ or US-20040240655-$ or US-20030108183-$ or US-20040174979-$ or US-20040062380-$ or US-20030174830-$ or US-20020106071-$ or US-20020090076-$ or US-20030053615-$ or US-20010024497-$ or US-20050047584-$ or US-20050041796-$ or US-20010046278-$ or US-20040008828-$ or US-20050002502-$ or US-20040162724-$ or US-20040083099-$ or US-20040117185-$ or US-20040225499-$ or US-20030212558-$ or US-20040230438-$ or US-20040098274-$).did. or (US-20030177017-$ or US-20020188497-$ or US-20040044585-$ or US-20020072982-$ or US-20030074342-$ or US-20040088300-$ or US-20020133502-$ or US-20010049688-$ or US-20040254985-$).did. or (US-6046762-$ or US-6711156-$ or US-6690664-$ or US-6198739-$ or US-6823054-$ or US-5675637-$ or US-6542593-$ or US-6389126-$ or US-5870464-$ or US-5696809-$ or US-6647111-$ or US-6807274-$ or US-6731744-$ or US-6542601-$ or US-6473505-$ or US-6327363-$ or US-6819756-$ or US-6724887-$ or US-6064731-$ or US-6829350-$ or US-6700972-$ or US-5987116-$ or US-6859529-$ or US-6760727-$). did. or (US-6823054-$).did. | US-PGPUB; USPAT; DERWENT | OR | ON | 2005/03/11 10:34 |
| S34 7 | 51 | S346 and (previous or prior) | US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2005/03/11 10:47 |

S34 8	54	S346 and (previous or prior or before)	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/03/11 11:23
S34 9	52	S346 and (previous or prior or before and previously)	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/03/11 11:24
S35 0	13	(US-20030179729-$ or US-20050047584-$ or US-20050041796-$ or US-20050002502-$ or US-20040162724-$ or US-20040083099-$ or US-20040117185-$ or US-20020188497-$ or US-20020133502-$ or US-20010049688-$).did. or (US-6542601-$ or US-5987116-$ or US-6859529-$).did.	US-PGPUB; USPAT	OR	ON	2005/03/12 05:42
S35 1	13	(US-20030179729-$ or US-20050047584-$ or US-20050041796-$ or US-20050002502-$ or US-20040162724-$ or US-20040083099-$ or US-20040117185-$ or US-20020188497-$ or US-20020133502-$ or US-20010049688-$).did. or (US-6542601-$ or US-5987116-$ or US-6859529-$).did.	US-PGPUB; USPAT	OR	ON	2005/03/12 05:43
S35 2	13	S351 and (prior or previous or before)	US-PGPUB; USPAT	OR	ON	2005/03/12 05:43
S35 3	13	S351 and (prior or previous or before or previously)	US-PGPUB; USPAT	OR	ON	2005/03/12 06:22
S35 4	5	(US-20040162724-$ or US-20040083099-$ or US-20020188497-$ or US-20020133502-$ or US-20010049688-$).did.	US-PGPUB	OR	ON	2005/03/12 06:21
S35 5	5	S354 and (prior or previous or before or previously)	US-PGPUB; USPAT	OR	ON	2005/03/12 06:24
S35 6	2	(US-20020133502-$ or US-20010049688-$).did.	US-PGPUB	OR	ON	2005/03/12 06:24
S35 7	2	S356 and (prior or previous or before or previously)	US-PGPUB; USPAT	OR	ON	2005/03/12 07:23

S35 8	2	("6711585").PN.	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/03/12 07:24
S35 9	1	S358 and (previous or previously or before or prior)	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/03/12 07:40
S36 0	2	("20010049688").PN.	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/03/12 13:41